Contents

| Part | I Public Administration and Management in Europe | |
|------|---|-----|
| 1 | Introduction Edoardo Ongaro and Sandra van Thiel | 3 |
| 2 | Public Administration and Public Management Research in Europe: Traditions and Trends Edoardo Ongaro, Sandra van Thiel, Andrew Massey, Jon Pierre and Hellmut Wollmann | 11 |
| 3 | Education and Training in Public Administration and Management in Europe Christoph Reichard and Eckhard Schröter | 41 |
| 4 | Languages and Public Administration in Europe Edoardo Ongaro and Sandra van Thiel | 61 |
| Part | II Public Management Themes | |
| 5 | Strategic Management in Public Services Organizations: Developing a European Perspective Ewan Ferlie and Salvador Parrado | 101 |
| 6 | Leadership in Europe's Public Sector Anne Drumaux and Paul Joyce | 121 |

| 7 | Public Budgets and Budgeting in Europe: State of the Art and Future Challenges Iris Saliterer, Mariafrancesca Sicilia and Ileana Steccolini | 141 |
|----|---|-----|
| 8 | IPSAS, EPSAS and Other Challenges in European Public Sector Accounting and Auditing Isabel Brusca, Eugenio Caperchione, Sandra Cohen and Francesca Manes-Rossi | 165 |
| 9 | Accountability in Liberal Democratic, Parliamentary Systems Leanne-Marie McCarthy-Cotter and Matthew Flinders | 187 |
| 10 | Performance Management in Europe: An Idea Whose Time Has Come and Gone? Wouter Van Dooren and Cornelia Hoffmann | 207 |
| 11 | Explaining Citizen Satisfaction and Dissatisfaction with Public Services Steven Van de Walle | 227 |
| 12 | Public Personnel Reforms and Public Sector HRM in Europe Peter Leisink and Eva Knies | 243 |
| 13 | Public Service Motivation: State of the Art and Conceptual Cleanup Wouter Vandenabeele, Adrian Ritz and Oliver Neumann | 261 |
| 14 | Ethics and Integrity Michael Macaulay | 279 |
| 15 | The Public Network Scholarly Community in Europe: Main Characteristics and Future Developments Daniela Cristofoli, Myrna Mandell and Marco Meneguzzo | 291 |
| 16 | Collaborative Governance and the Third Sector: Something Old, Something New Taco Brandsen and Karen Johnston | 311 |
| 17 | Agencification in Europe Koen Verhoest | 327 |

| 18 | ICT, E-Government and E-Governance: Bits & Bytes for Public Administration Vincent Homburg | 347 |
|-----|--|-----|
| 19 | Public Procurement in Europe Jolien Grandia | 363 |
| 20 | Public-Private Partnerships: Recent Trends and the Central Role of Managerial Competence Veronica Vecchi and Mark Hellowell | 381 |
| 21 | From Participation to Co-production: Widening and Deepening the Contributions of Citizens to Public Services and Outcomes Elke Loeffler and Tony Bovaird | 403 |
| 22 | The Roles of Branding in Public Administration and Place Management: Possibilities and Pitfalls G.J. Ashworth and M. Kavaratzis | 425 |
| 23 | Communication of and for Public Services Martial Pasquier | 441 |
| 24 | Managing Crises in Europe: A Public Management Perspective Donald Blondin and Arjen Boin | 459 |
| 25 | Consulting for the Public Sector in Europe Reto Steiner, Claire Kaiser and Lukas Reichmuth | 475 |
| 26 | Public Sector Negotiations Robin Bouwman | 497 |
| Par | t III Public Policy and Administration Themes | |
| 27 | Policy-Making and Public Management Alberto Asquer and Valentina Mele | 517 |
| 28 | Agenda-Setting and Framing in Europe Sebastiaan Princen | 535 |

| 29 | Policy Implementation in an Age of Governance Harald Sætren and Peter L. Hupe | 553 |
|------|--|-----|
| 30 | Policy Evaluation in Europe Valérie Pattyn, Stijn van Voorst, Ellen Mastenbroek and Claire A. Dunlop | 577 |
| 31 | Policy Learning and Organizational Capacity Claire A. Dunlop and Claudio M. Radaelli | 595 |
| 32 | Policy Diffusion and European Public Policy Research Fabio Wasserfallen | 621 |
| 33 | Comparative Regulatory Regimes and Public Policy Martino Maggetti and Christian Ewert | 635 |
| 34 | Coordination in Europe Muiris MacCarthaigh and Astrid Molenveld | 653 |
| 35 | Risk and Blame in the Public Sector Sandra L. Resodihardjo | 671 |
| 36 | EU Citizens and Public Services: The Machinery Behind the Principles François Lafarge | 689 |
| 37 | Is Social Innovation a Game Changer of Relationships Between Citizens and Governments? William Voorberg and Victor Bekkers | 707 |
| 38 | Welfare Administration and Its Reform Tanja Klenk | 727 |
| Part | IV Comparative Perspectives and the Study of Public Administration in Europe | |
| 39 | The Transformative Effects of Transnational Administrative Coordination in the European Multi-level System Tobias Bach and Eva Ruffing | 747 |
| 40 | The Changing Nature of European Governance and the Dynamics of Europeanization Vasilis Leontitsis and Stella Ladi | 765 |

| 53 | Public Administration and Political Science Michael W. Bauer | 1049 |
|------|---|------|
| 54 | Law and Public Administration: A Love-Hate Relationship? Dacian C. Dragos and Philip M. Langbroek | 1067 |
| 55 | An Organization Approach to Public Administration Tom Christensen and Per Lægreid | 1087 |
| 56 | Economics and PA: Public Choice Theory, Transaction Costs Theory, Theory of Expectations, and the Enduring Influence of Economics Modeling on PA—Comparing the Debate in the US and Europe | 1105 |
| | Piret Tonurist and Martin Bækgaard | |
| 57 | Behavioral Public Administration: Connecting Psychology with European Public Administration Research Asmus Leth Olsen, Lars Tummers, Stephan Grimmelikhuijsen and Sebastian Jilke | 1121 |
| 58 | The Case of Case Study Research in Europe: Practice and Potential Markus Haverland and Reinout van der Veer | 1135 |
| 59 | Challenges for Large-Scale International Comparative Survey-Based Research in Public Administration Koen Verhoest, Jan Wynen, Wouter Vandenabeele and Steven Van de Walle | 1147 |
| 60 | Administrative Action and Administrative Behaviour: Some Philosophical Underpinnings Turo Virtanen | 1169 |
| Part | V Overview and the Future of Public Administration and Management Research in Europe | |
| 61 | The Contested Autonomy of Policy Advisory Bodies: The Trade-off Between Autonomy and Control of Policy Advisory Bodies in the Netherlands, | |
| | the United Kingdom, and Sweden D. Bressers, M.J.W. van Twist, M.A. van der Steen and J.M. Schulz | 1189 |

| | TT 11 TT 11 TO 11 | |
|------------|---|------|
| 62 | Usable Knowledge: Discipline-Oriented Versus Problem-Oriented Social Science in Public Policy Colin Talbot and Carole Talbot | 1213 |
| 63 | Conclusions Sandra van Thiel and Edoardo Ongaro | 1235 |
| Adr | t-face: The Significance of the Palgrave Handbook of Public ministration and Management in Europe for the US Public ministration Community | 1243 |
| Pos | t-face: Latin American Public Administration's | |
| | nsformation: Lessons from the European Experience | 1247 |
| Adr Adr | t-face: The Significance of the Palgrave Handbook of Public ninistration and Management in Europe for the Asian Public ninistration and Management Community: The Pleasure Rediscovering European Public Administration | 1263 |
| Post of P | t-face: The Significance of the Palgrave Handbook Public Administration and Management in Europe Australia—Learning from Europe: Developments | |
| ın A | Australian Public Administration | 1273 |
| Ind | ex | 1289 |